COMMONWEALTH OF VIRGINIA
WORKERS' COMPENSATION COMMISSION

WebFile Guide For Professional Employer Organizations

Instructional Guide for WebFile System

JULY 2009 EDITION

PREFACE

This Guide is designed to assist Professional Employer Organizations (PEOs) with using ***WebFile***, the Virginia Workers' Compensation Commission's self-service PEO Registration and Reporting system. The Commission implemented this efficient, easy-to-use web-based system so that PEOs would have an online resource to manage registration and client reporting data filings. Questions about any of the information provided in this guide should be directed to webfilesupport@vwc.state.va.us.

WELCOME

Welcome to the Virginia Workers' Compensation Commission's ***WebFile*** system.

The WebFile Guide for PEOs provides the information and instructions necessary for navigating this web-based registration and reporting tool. It has been designed to be used in two different ways –

- the printed document may be used as a hard-copy comprehensive reference manual or,
- the electronic file may be used as an online reference guide by reviewing the Table of Contents section, which has been organized in terms of commonly-asked questions

If after reviewing the guide you do not find an answer to your question about how to use ***WebFile***, please e-mail your questions to webfilesupport@vwc.state.va.us. You may also contact pocsupport@vwc.state.va.us to inquire about the registration and reporting process.

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General WebFile Functions

Professional Employer Organization Functions

TO RETURN TO TOP OF DOCUMENT CLICK *control* and *home* BUTTONS

WebFile ACCESS

Requesting Access

To request access send an e-mail to WebFilesupport@vwc.state.va.us and include the following information:

- E-mail address
- Your first and last name
- Your phone number
- List of Federal Employer Identification Numbers (FEINs) for PEOs you will be administering
- Complete mailing address

WebFile SECURITY

The ***WebFile*** system has security protocols to help ensure that information remains confidential.

LOGON USERNAME

The logon username is the user's e-mail address. The e-mail address is also the data used to identify who created and has rights to update PEO information.

The logon username cannot be changed to be anything other than another e-mail address. If your e-mail address changes and you wish to update your profile, contact the Commission through webfilesupport@vwc.state.va.us.

PASSWORDS

All users are required to use a password along with the logon username. The initial password will be set up by The Commission. The user will then set up a new password at the time of registration.

Password Criteria

- **Must contain one special character (ie. @, #)**
- **Must be at least 8 characters in length**
- **Must have at least one number**
- **Must have at least one letter**
- **Must not have been used within the previous 12 months**

****Passwords expire every 90 days***

TIMEOUT FEATURE

The system has been set up with a 30 minute timeout feature. If there is no activity within 30 minutes, the user will receive a message notifying them that they need to log back in.

> ***Timeout Feature:*** *The system has been set up with a 30 minute timeout feature. If there is no activity within 30 minutes, the user will receive a message notifying them that they need to log back in.*

LOG IN AND REGISTRATION

This module covers the procedure for logging into *WebFile* for the first time and completing the registration steps. The registration step is required in order to be able to view and manage your clients.

Registration is only required the first time a user logs in.

> *You should have received your logon and temporary password via e-mail. If you have not, then submit an e-mail to webfilesupport@vwc.state.va.us.*

Applicable Roles: PEO Administrator User

Prerequisite Actions: User has been set up in system and a confirmation e-mail has been sent.

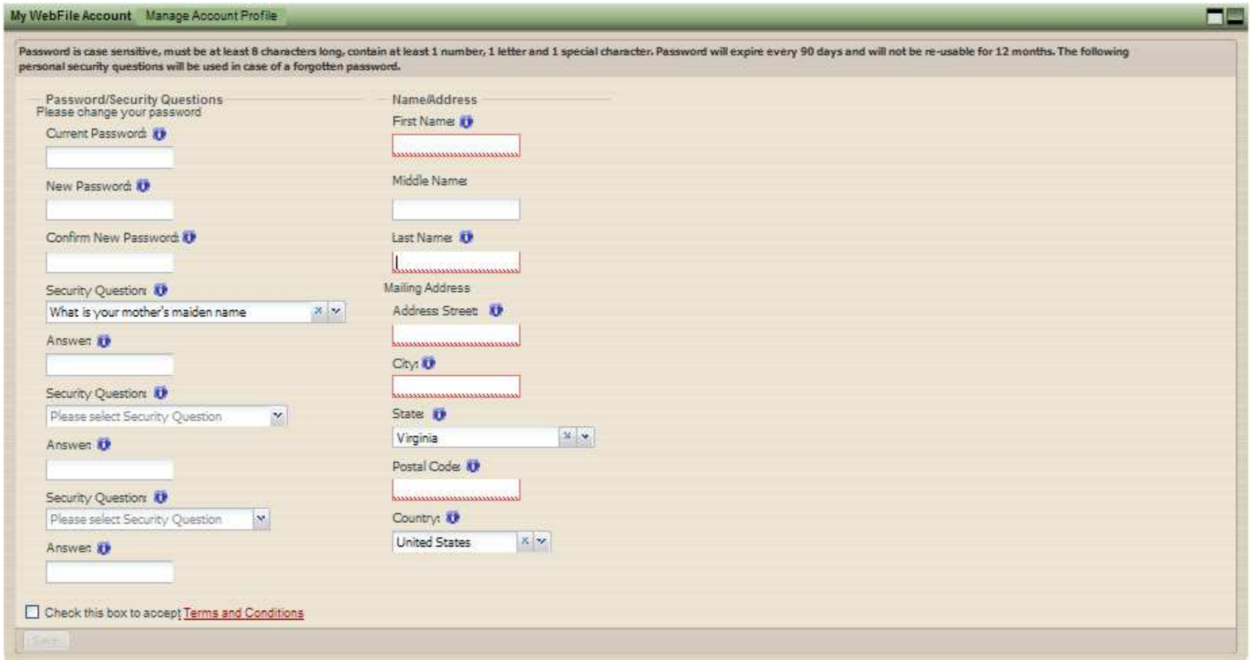
Business Scenario: User has received e-mail with logon and temporary password.

1. Go to new website at: https://webfile.workcomp.virginia.gov

2. Log into *WebFile*

3. Enter login username and password

4. Because this is your first time logging in, you will need to complete the registration page

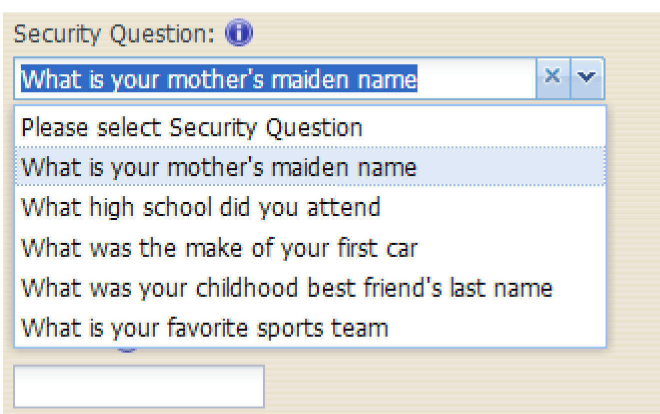


This symbol next to a field indicates a required field.

5. Set up a new password. Make sure to create a password that is at least 8 characters in length, has at least 1 number, at least one letter, at least one special character, and no spaces. The password is not re-usable for 12 months.

Passwords will expire after 90 days. If you have not reset your password before it expires you will need to contact the Commission at WebFileSupport@vwc.state.va.us

6. The next three fields capture responses to questions that will assist you in case you are ever locked out of the system or forget your password.



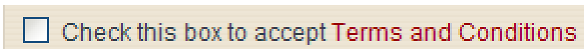
7. Pick a question and then supply responses in answer fields

8. Enter your information

1. Enter first name
2. Enter last name
3. Enter address

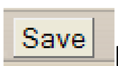
> The address is validated against the US Postal Service database. A valid address is required for registration.

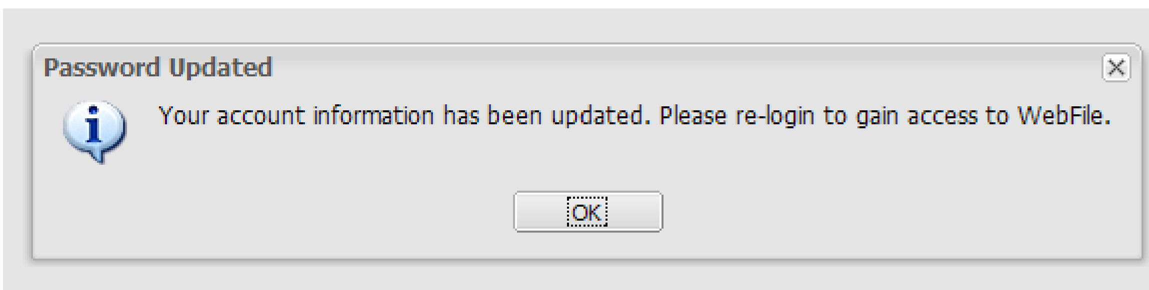
9. Review the Terms and Conditions by clicking on the words "Terms and Conditions" at the bottom left hand corner.



10. After reviewing, check the box to accept the terms

> The user will be asked to re-accept terms and agreements if the terms are changed significantly and/or user forgets password and request a reset.

11. Click the  button



> Once saved, you will be directed to the main page, where you will need to log back in using your new password.

RESET YOUR PASSWORD

This module covers how to reset your password. The directions differ based on your scenario. Scenario 1 is for forgotten or expired passwords. Scenario 2 is for voluntarily resetting your password.

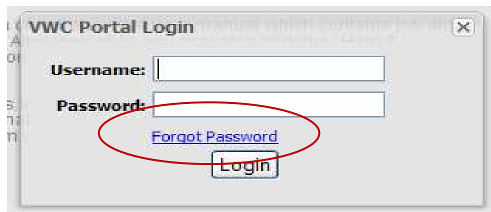
<u>Applicable Roles</u>: PEO Administrator User

<u>Prerequisite Actions</u>: User has been set up and has registered in *WebFile*.

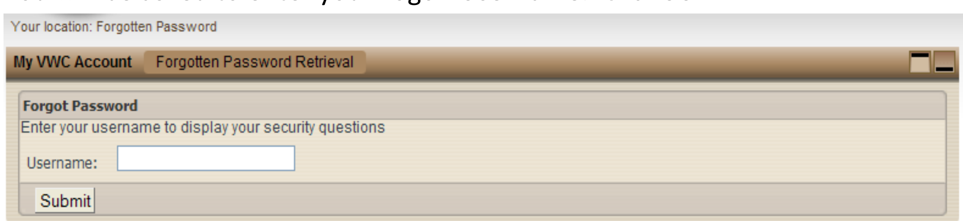
<u>Business Scenario 1</u>: User forgot their password or it has been 90 days and password has expired.

When the log in screen displays, you have the option to request a new password yourself.

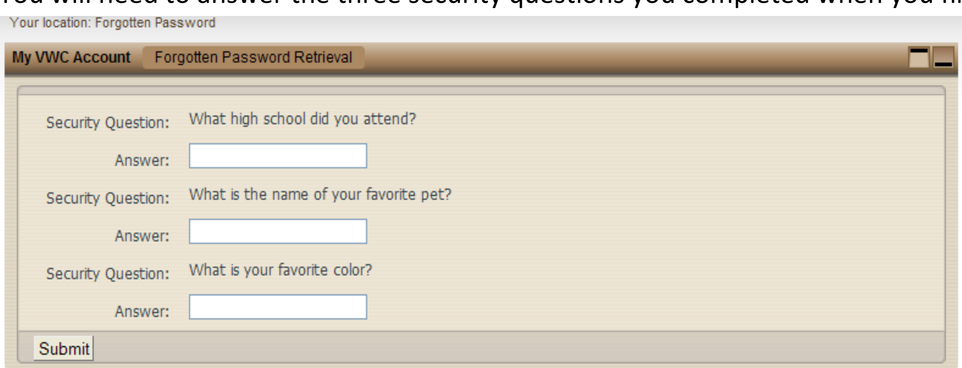
1. Click on FORGOT PASSWORD



2. You will be asked to enter your Logon Username. Click SUBMIT

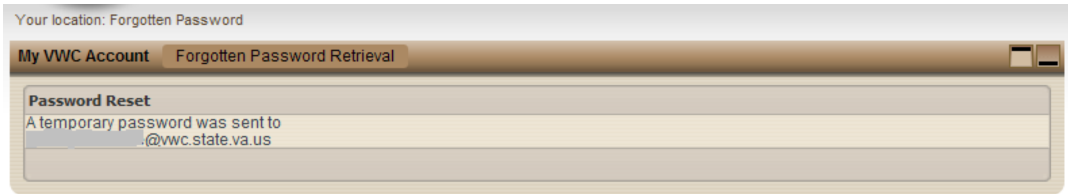


3. You will need to answer the three security questions you completed when you first registered.



4. Once you have entered your answers. Click SUBMIT

5. A confirmation message will appear.

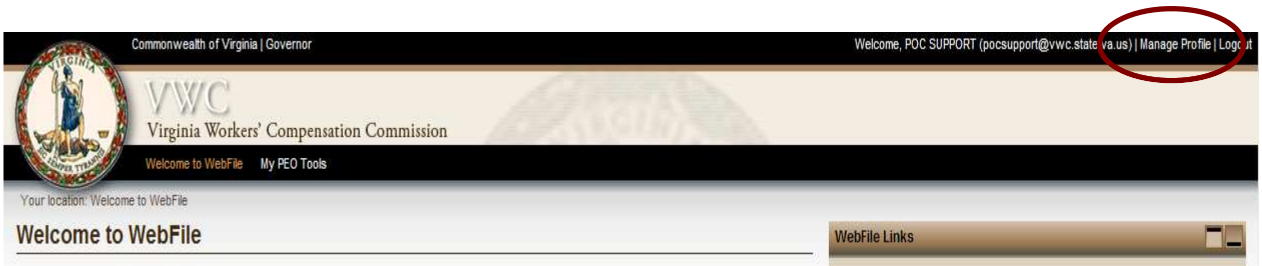


6. You will receive an e-mail with a temporary password.
7. When you login you will be required to re-register.

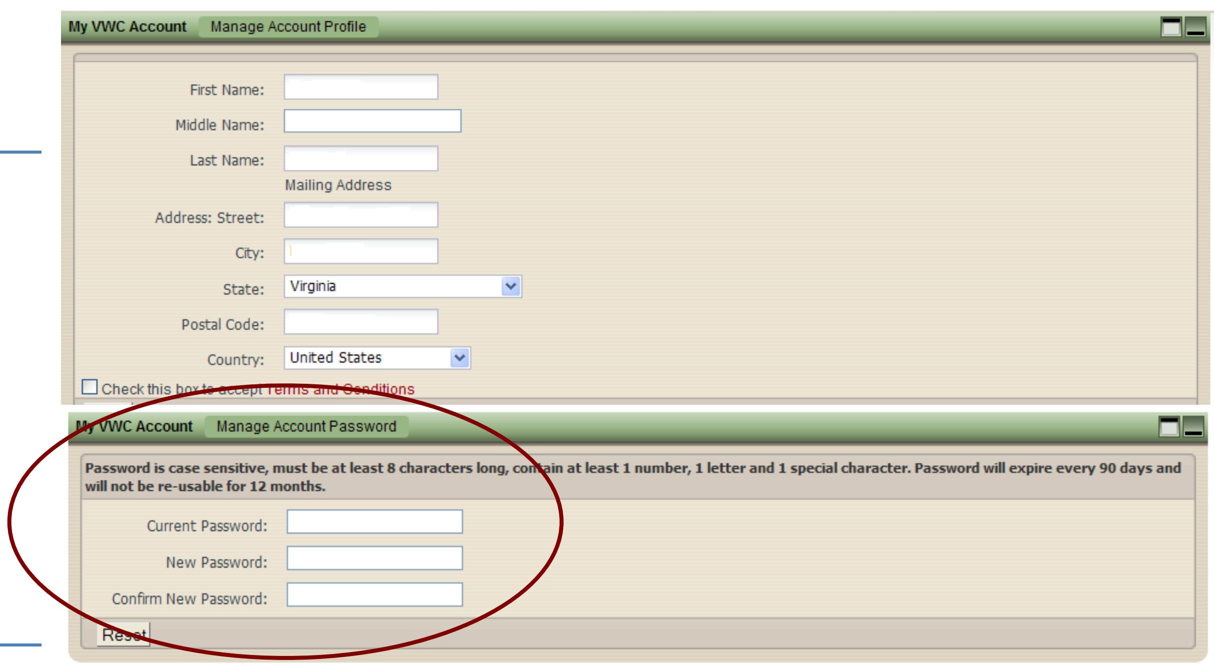
If you cannot remember the answers to your security questions then contact the Commission at WebFileSupport@vwc.state.va.us.

<u>Business Scenario 2</u>: User logs in with current password which has not expired but wishes to reset it.

1. From the main *WebFile* menu, click on Manage Profile



2. Manage Account Profile screen will display

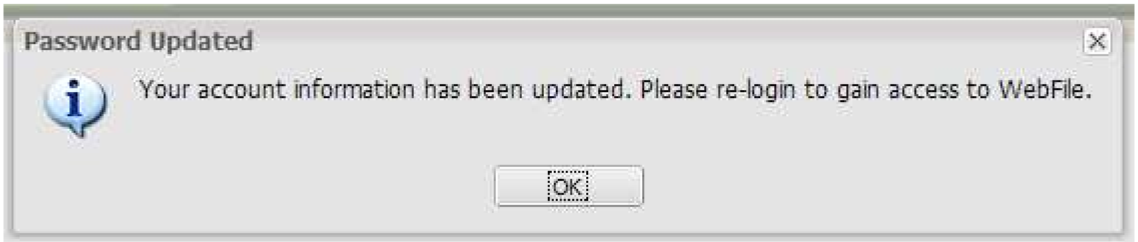


3. Scroll down to the "Manage Account Password" section

4. Enter current password, then new password twice.

Make sure to create a password that is at least 8 characters in length, has at least one number, has at least one letter, has at least one special character, and has no spaces. The password is not re-usable for 12 months.

5. Click RESET.



6. Click OK to return to main *WebFile* page.

7. You will need to log back in with the new password.

UPDATING YOUR USER PROFILE

This module covers the steps for updating your own personal profile.

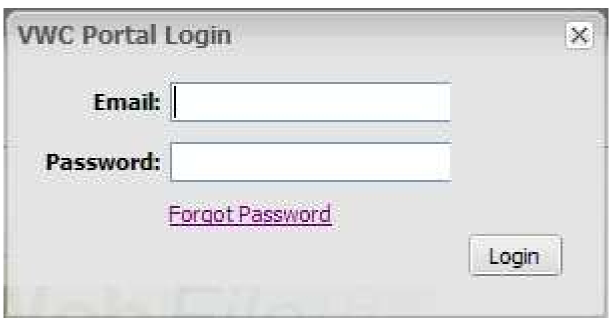
<u>Applicable Roles</u>: PEO Administrator User

<u>Prerequisite Actions</u>: User has been set up and has registered in *WebFile*.

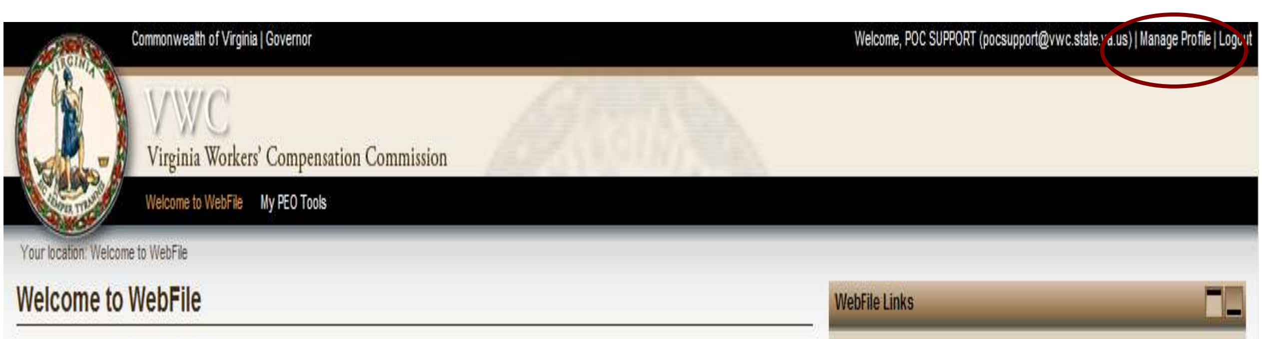
<u>Business Scenario</u>: User needs to update address originally set up during registration process.

1. Go to new website at: https://webfile.workcomp.virginia.gov
2. Log into *WebFile*

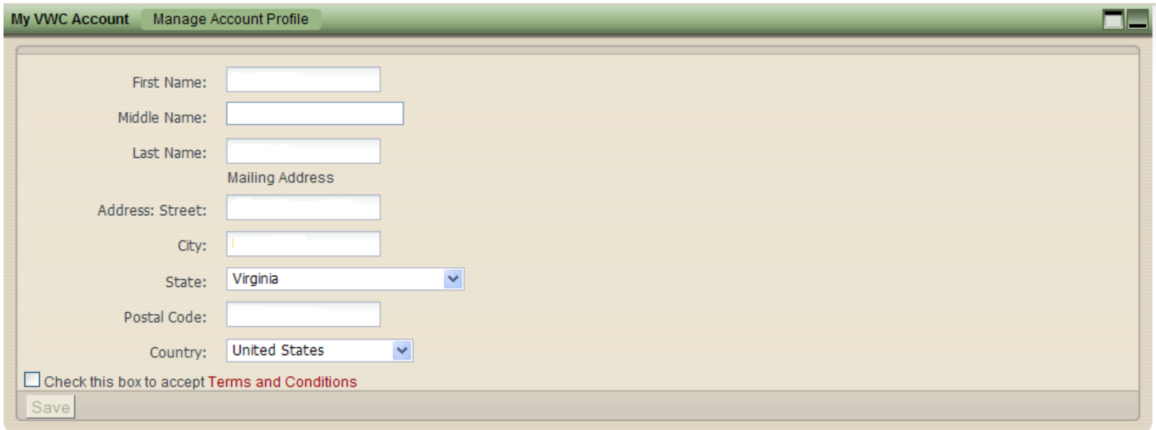
3. Enter login id and password



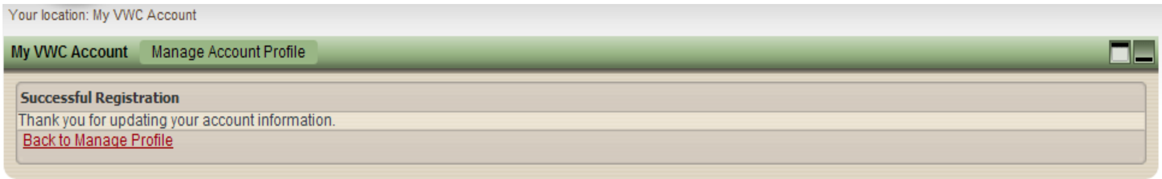
4. From the main *WebFile* menu, click on Manage Profile



5. Manage Account Profile screen will display



6. Make whatever changes are necessary
7. Check the box to accept the Terms and Conditions
8. Click SAVE
9. A confirmation page will display



Selecting PEO

This module covers the functionality available for selecting a PEO to work with in WebFile.

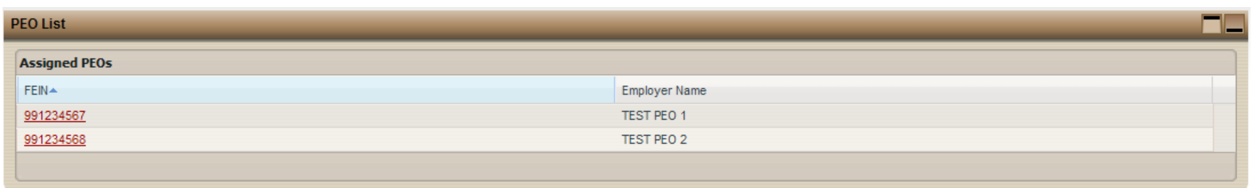
<u>Applicable Roles</u>: PEO Administrator User

<u>Prerequisite Actions</u>: A PEO has properly registered with the Commission.

Business Scenario:

1. Login to WebFile.

2. Select desired PEO by clicking FEIN link (only PEOs who have registered multiple PEO FEINs with the Commission will see multiple rows on this form).



Managing PEO Details

This module covers the functionality available for managing PEO details in WebFile.

<u>Applicable Roles</u>: PEO Administrator User

<u>Prerequisite Actions</u>: A PEO has properly registered with the Commission.

Business Scenario:

1. Navigate to appropriate PEO.

2. The PEO Summary is displayed.

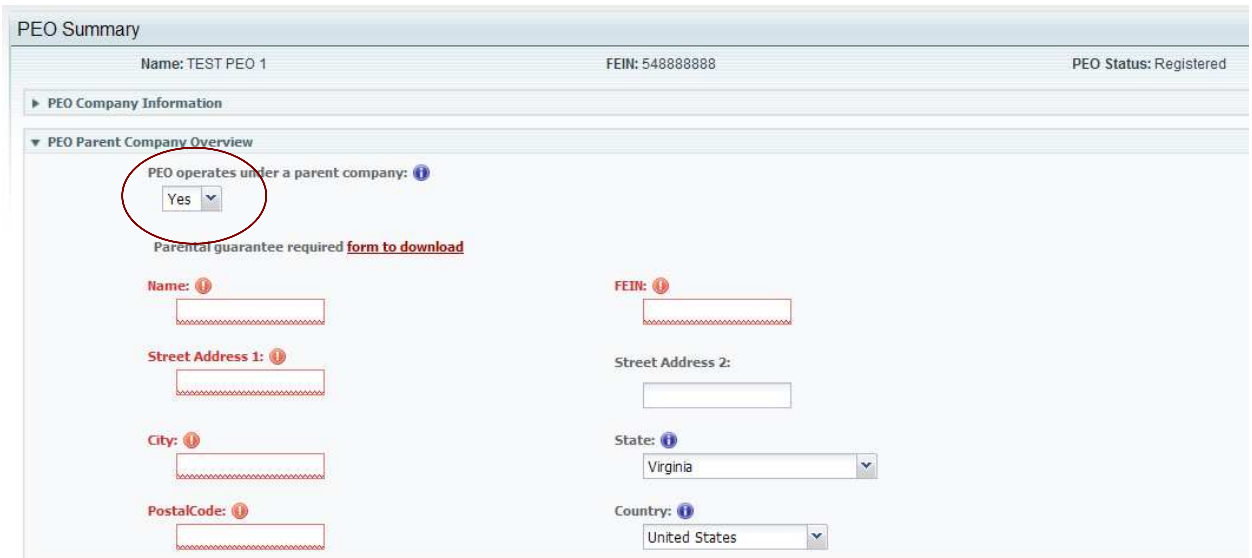
3. Click  and make the desired changes to PEO details.

4. Click 

to save changes.

<u>Adding a Parent Company</u>

5. Under “PEO Operates under a parent company,” select Yes from drop down menu. Complete all required fields.



6. Make the appropriate updates and click 

.

Please note that the the Parental Guarantee form must be dowloaded, completed, and submitted to the Commission if this PEO operates under a parent company.

Managing Contacts

This module covers the functionality available for managing PEO contact details in WebFile.

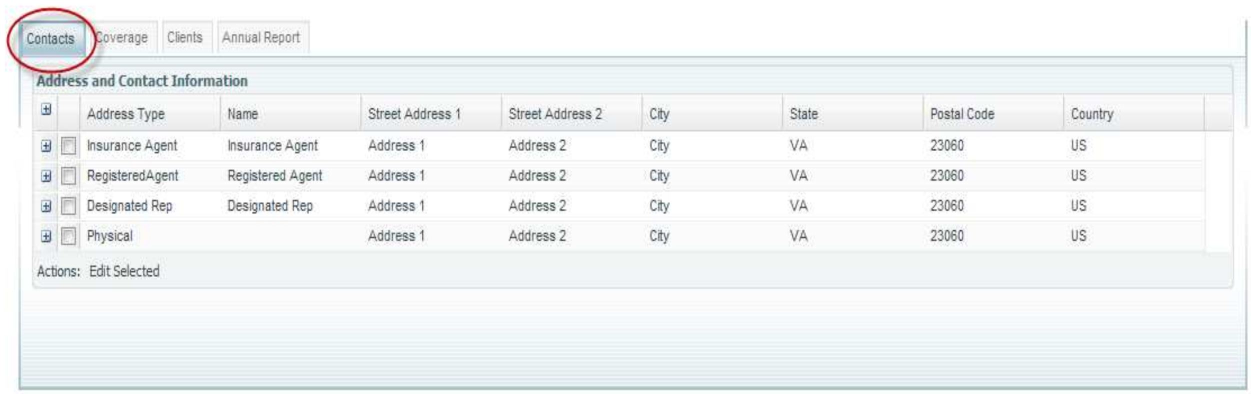
Applicable Roles: PEO Administrator User

Prerequisite Actions: A PEO has active contacts.

Business Scenario:

1. Navigate to appropriate PEO.

2. The contacts Tab is selected by default.

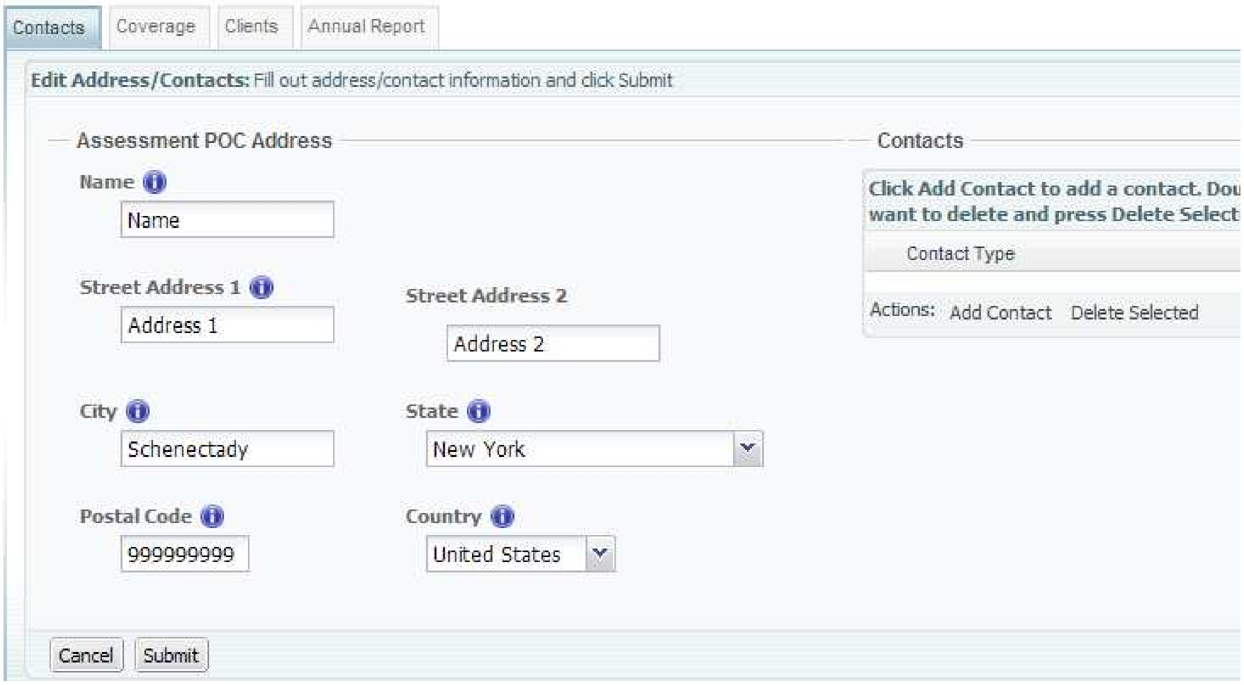


Editing Addresses / Adding a Contact

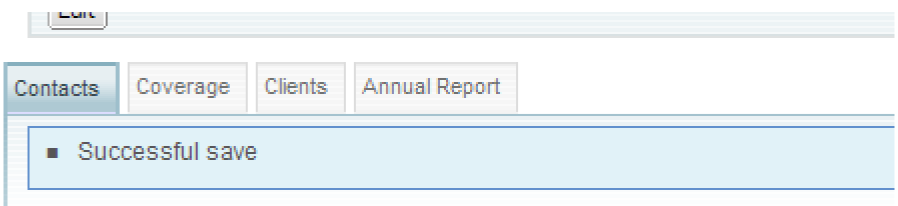
3. Expand the desired Contact type by selecting ⊞ to the left of the desired Contact Type.

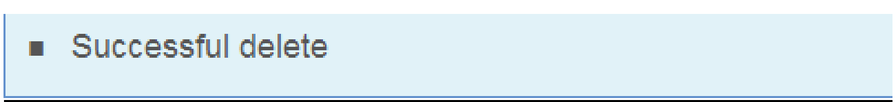
4. Click checkbox next to contact to update, and click "Edit Selected."

5. Make the appropriate changes to the existing record. You may select "Add Contact" if this is a new contact, or "Delete Selected" if you would like to delete the record. Then select Submit.



6. You will receive the following confirmation message, based on the action you've taken:





<u>Reminder</u> – This section of WebFile covers how to Add, Delete, or Modify Contact types.

Managing Coverage

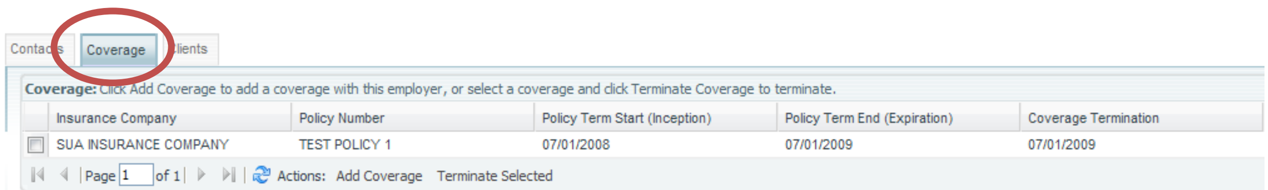
This module covers the functionality available for managing PEO Workers' Compensation coverage in WebFile.

Applicable Roles: PEO Administrator User

Prerequisite Actions: A PEO has active coverage.

Business Scenario:

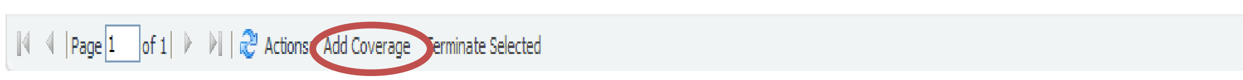
1. Navigate to appropriate PEO.
2. Select the Coverage Tab.



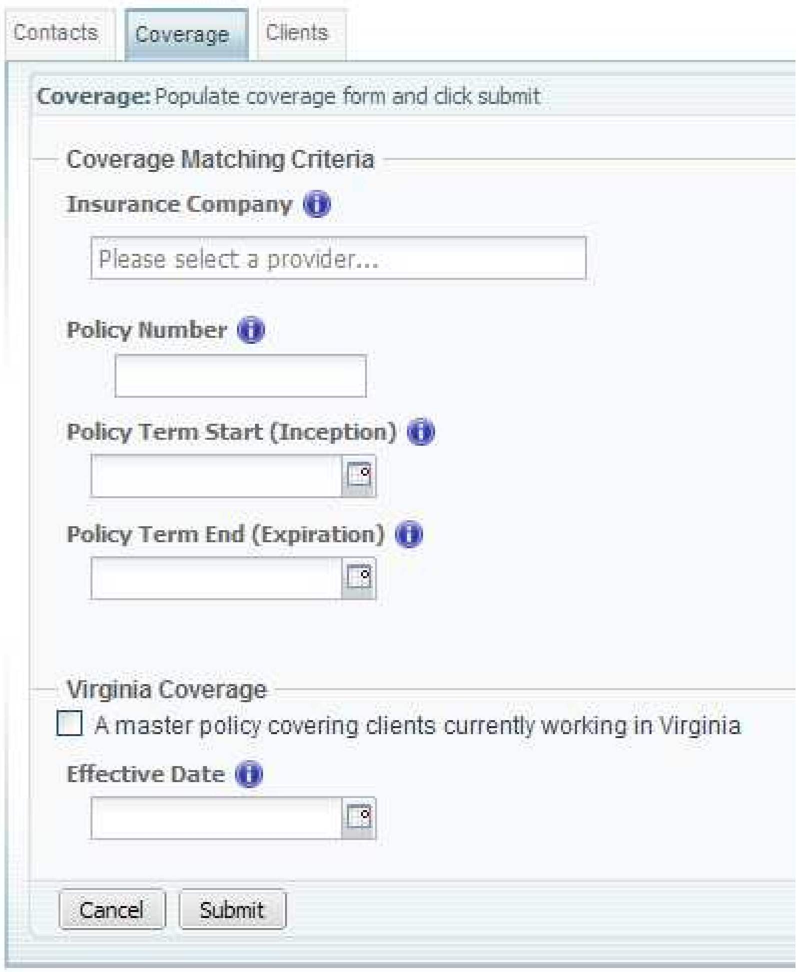
3. You may either add coverage or terminate association of coverage with a PEO.

Please note that only policies that already exist in the Commission's systems (obtained from NCCI Daily Proof of Coverage product) may be associated with a PEO.

4. Select Add Coverage to add coverage to a PEO.

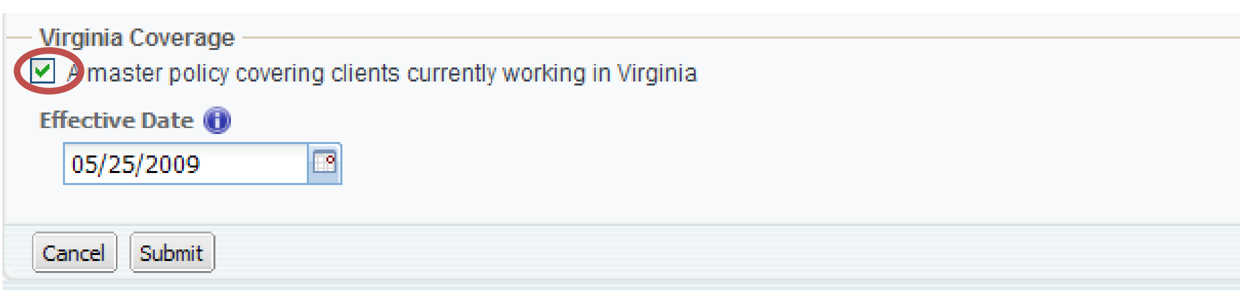


5. Enter required policy data.



The Insurance Company field uses a real-time search function which returns results after you have typed at least 3 characters. NCCI Code searches must match exactly to return positive results – this code may be found on the Declaration/Information page received from the Carrier.

6. If this is a master policy, Select the appropriate check box and enter the Effective date of the policy, and select Submit.



If a master policy is added for the PEO, each Client under the PEO must be updated with the same coverage data.

Managing Clients

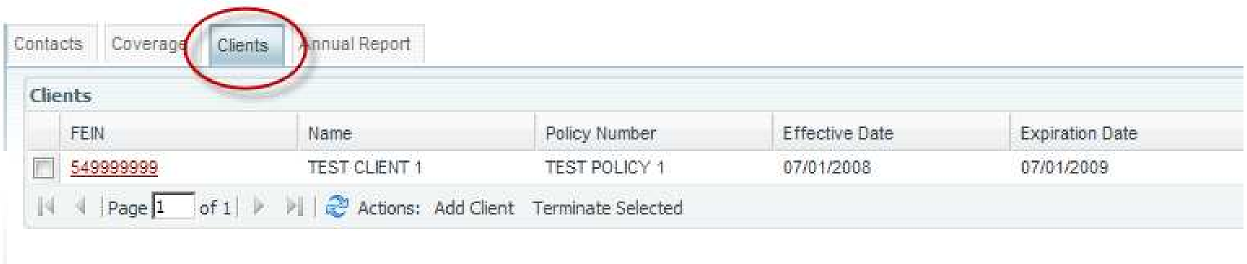
This module covers the functionality available for managing PEO clients in WebFile.

Applicable Roles: PEO Administrator User

Prerequisite Actions: PEO has existing clients.

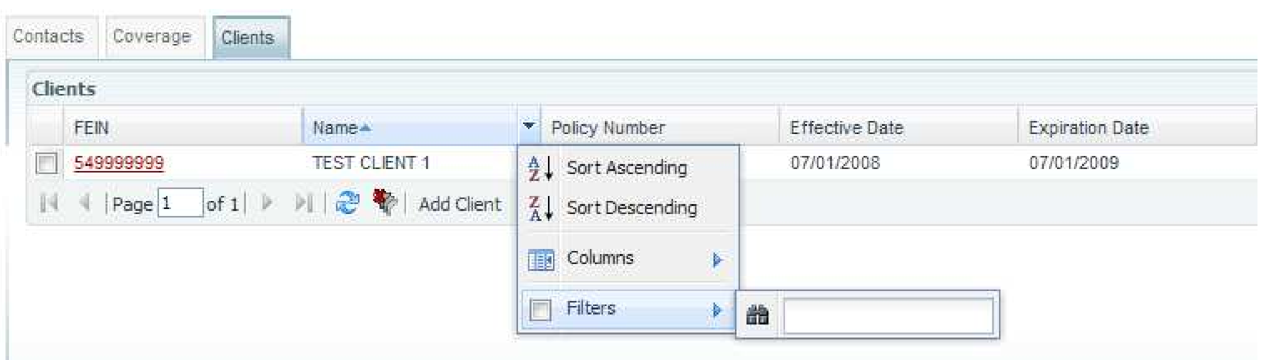
Business Scenario:

1. Navigate to appropriate PEO.
2. Select the Clients Tab.



3. You have three options:
   a. Add a client
   b. Terminate a selected client
   c. Edit an existing client

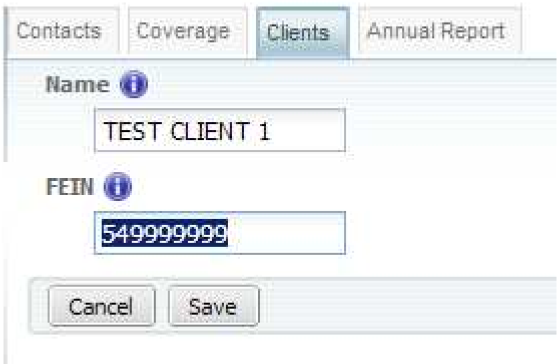
Navigating a long Client list can be made easier by using the Filter feature. This function is enabled on each column; filtered results will return as soon as the first character is entered in the search field.



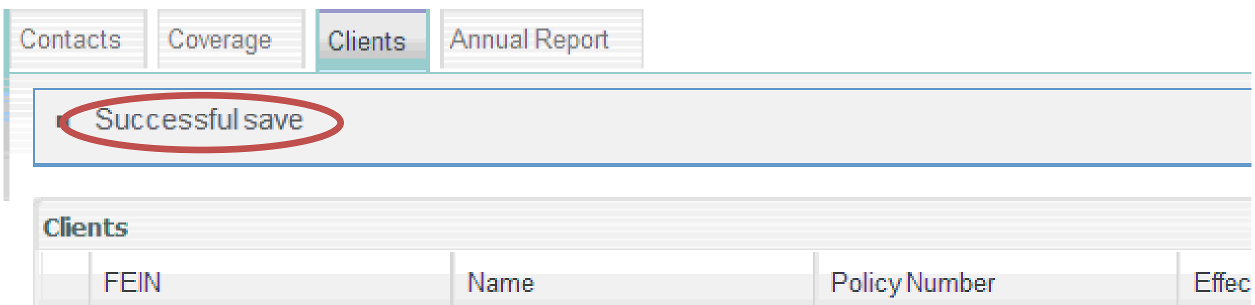
Adding a Client

4. Select 

5. Enter valid client data and select Submit.

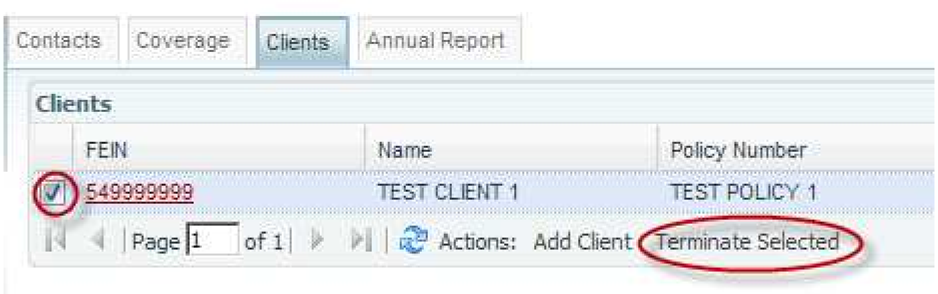


6. You will receive confirmation of the added Client

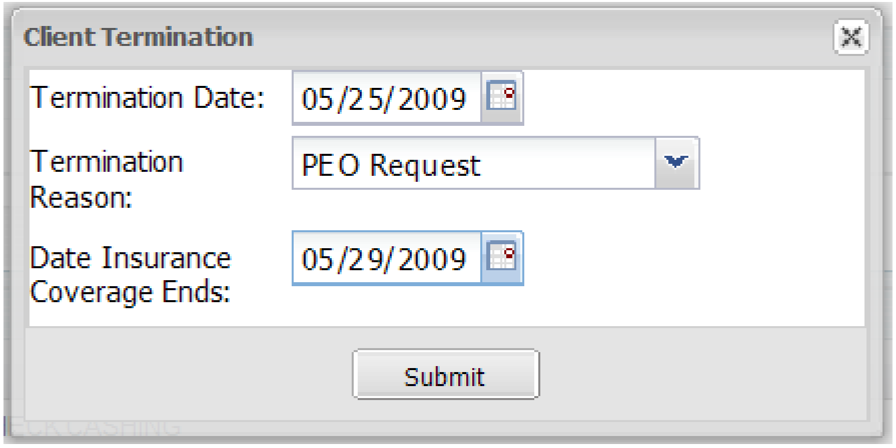


Terminating a Client

7. Select a client to terminate by clicking the check box next to its FEIN and select Terminate Selected



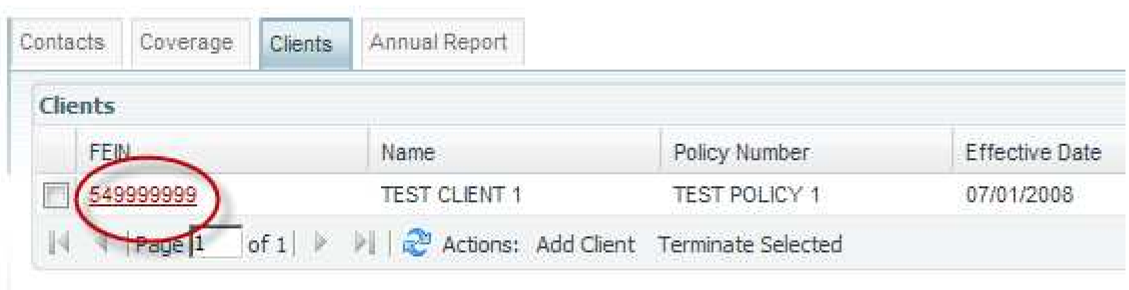
8. You will be prompted for The termination date, reason and coverage end date



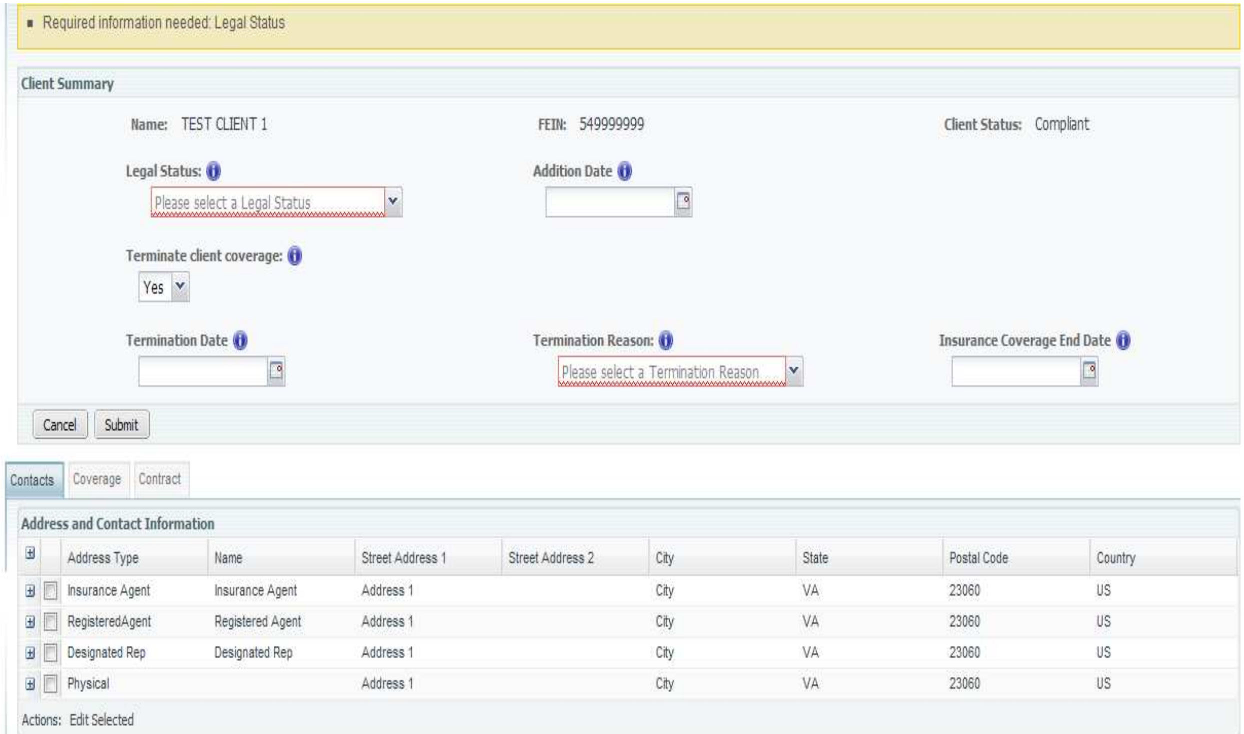
9. Enter the required information and select Submit.

Editing a Client

1. Select the Client to edit by clicking their FEIN



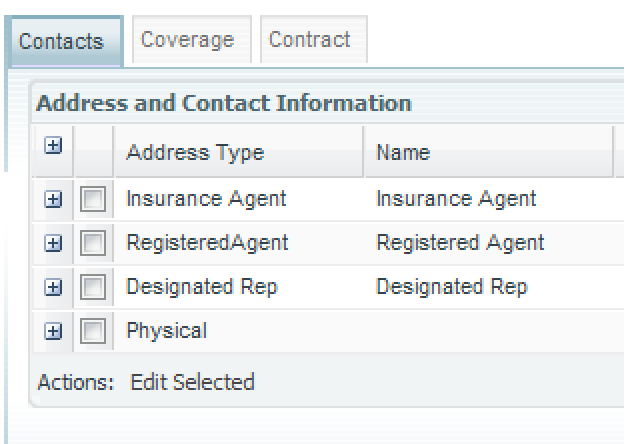
2. The Client Summary screen is presented



Please note that the Legal Status and Addition Date are required. Complete this information and select Submit. Once entered this data can be Edited if necessary.

Client Status will be marked as either Compliant – indicating valid coverage – or Non-Compliant – indicating coverage is not valid.

3. You can also Maintain the Client's Contacts , Coverage and Contract information.

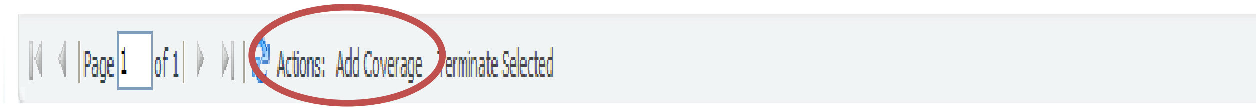


Managing Contacts functionality for the Client is the same as for the PEO. Please refer to [Managing Contacts](#) for further details.

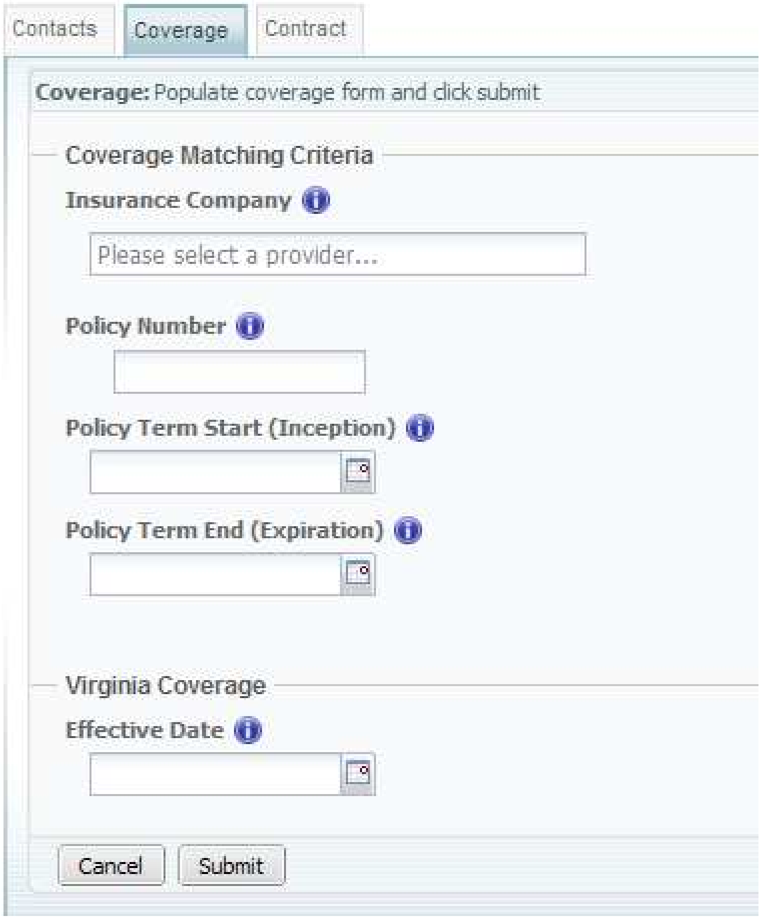
Managing Client Coverage

Managing Coverage functionality for the Client is the same as for the PEO except for differences noted below Please refer to [Managing Coverage](#) for further details.

4. Under the Coverage Tab select Add Coverage



5. The client Coverage Screen is Displayed; please make appropriate updates

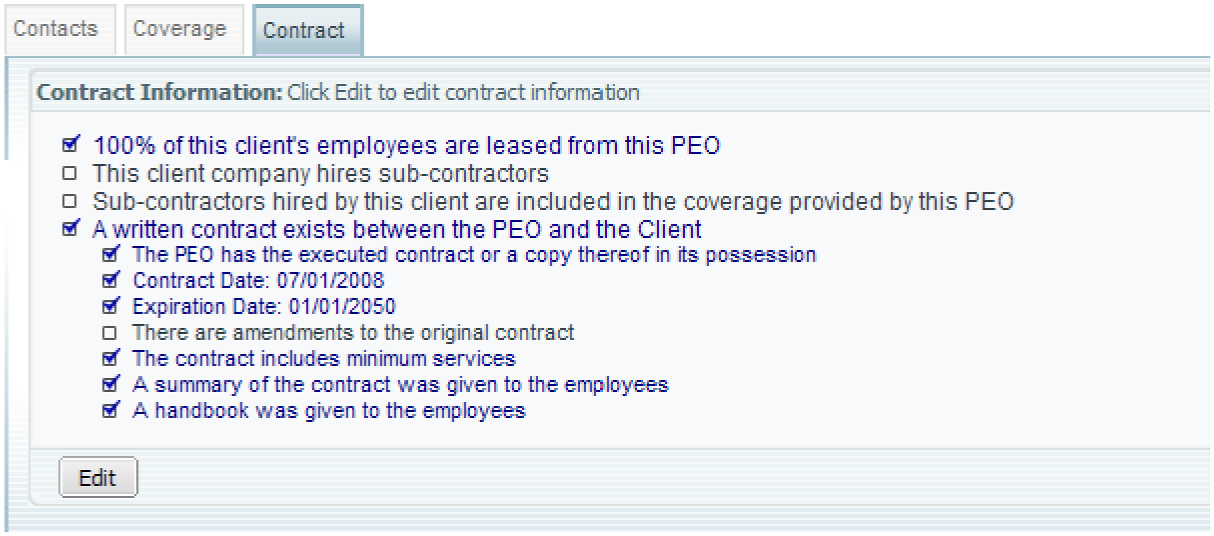


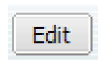
6. When complete select 

to finalize changes.

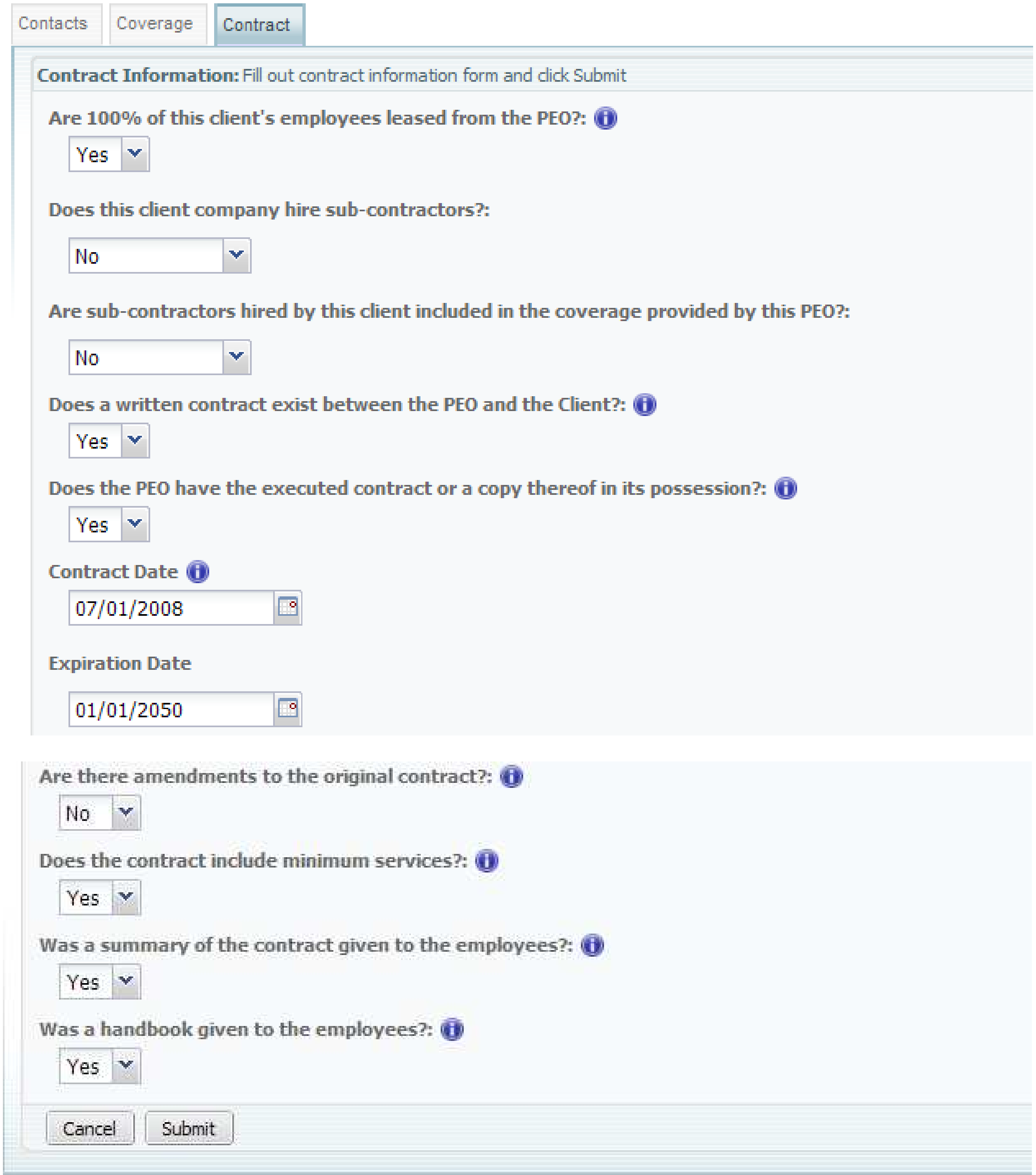
<u>Managing Contract Data</u>

7. Under the Contract tab the status of individual statutory contractual requirements are displayed. Items that are true are noted with a check mark.



8. To edit the status of the Contract items select 

9. The Client Contract Edit screen is displayed.



10. Update the appropriate fields and select Submit when complete.

Managing Annual Report Filing Data

This module covers the functionality available for submitting the annual report data through WebFile.

Professional Employer Organizations (PEO) are required, pursuant to Section 65.2-803.1 of the Virginia Workers' Compensation Act, to file by January 31st an electronic annual report for the period ending December 31st of the prior year. The administrative, insurance information and payroll should be updated for each client company to reflect current state. For more information, please refer to VA Code § 65.2-803.1 and the Commission's regulations 16 VAC 30-100-10/80, available on our website at www.vwc.state.va.us

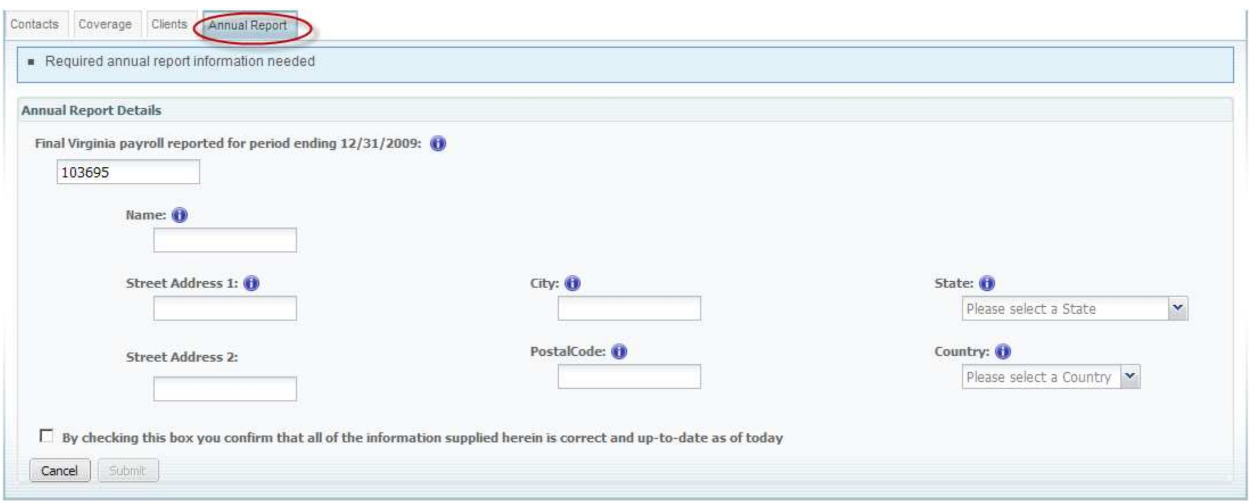
<u>Applicable Roles</u>: PEO Administrator User

<u>Prerequisite Actions</u>: None

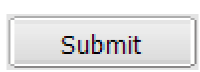
Business Scenario:

1. Navigate to appropriate PEO.

2. Select the Annual Report Tab.



3. Complete the required data.

4. Check the Confirmation box to activate the  button.